Interface System and Method of Building Rules and Constraints for a Resource Scheduling System

5

INVENTORS

Tiffany D. Boehmer, Gal Josefsberg, and Gary Todd Aoki

ABSTRACT OF THE DISCLOSURE

The present invention is an interface system for interactively building rules and constraints. The interface system comprises of an output display configured to show a user a partial complete rule with a current rule fragment, such rule fragment comprising a blank space. The user can fill in the blank space by either choosing from a list or by typing in text in the blank space. After the blank space is filled, a completed rule is generated. The interface system then assigns this rule to one or more person in a resource scheduling system. The present invention can be used for agent scheduling in a call center environment.